

IN THE CLAIMS

Please add the following new claims:

Sub C3/ 16. (New) A method for linking an audio file to a database, the method comprising:

- obtaining a client identifier during a client contact, the client identifier identifying one of a plurality of clients;
- accessing a record in the database using the client identifier, the record containing information relating to an account of the identified client;
- recording at least a portion of the client contact as an audio file;
- storing the audio file on a recording media having stored thereon one or more audio files relating to additional clients; and
- linking the audio file to the record.

17. (New) The method according to claim 16, further comprising:

- storing the date on which the audio file was recorded as part of the audio file.

18. (New) The method according to claim 16, further comprising:

- storing a pointer associated with the audio file within the record, the pointer identifying a location on the recording media where the associated audio file is stored.

19. (New) A database for identifying a plurality of audio files, the database comprising:

*bi* a plurality of records each associated with a client identifier and accessed using the client identifier, the records configured to identify one or more audio files stored on a recording media relating to a client, with the one or more audio files linked to a client identified by one of the plurality of records.

20. (New) The database according to claim 19, further comprising:

a pointer associated with each of the one or more audio files and identifying a location on the recording media where the associated audio file is stored, the pointer stored within the record of the client associated with the one or more audio files.

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